



## **Alcoholic Beverage Regulation Administration ABRA (LQ)**

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### **MISSION**

The Alcoholic Beverage Regulation Administration (ABRA) issues and renews licenses that enable qualified businesses to sell and serve alcoholic beverages. ABRA monitors compliance with ABC laws and takes appropriate enforcement action when licensees violate these laws. When appropriate, ABRA proposes new laws regulating the manufacture, distribution, and sale of alcoholic beverages in the District. ABRA also offers education programs that help ABC establishments prevent underage individuals from purchasing and consuming alcohol.

### **SUMMARY OF SERVICES**

ABRA's Licensing Division issues new and renewal licenses to liquor stores, grocery stores, restaurants, hotels, nightclubs, and other establishments that manufacture, distribute, sell, or serve alcoholic beverages in the District of Columbia. The Enforcement Division conducts regulatory and voluntary agreement compliance inspections, underage compliance checks, and joint investigations as needed with the Metropolitan Police Department, the Fire and Emergency Medical Services Department, the Office of Tax and Revenue, the Department of Consumer and Regulatory Affairs, and others; and conducts various inspections associated with licensing and adjudicatory processes such as final, compliance, placard, special event, and financial audit investigations. The Adjudication Division provides administrative support for the Alcoholic Beverage and Control (ABC) Board actions and adjudicatory hearings. Records Management provides files, documents, and database information to ABRA staff, the ABC Board, and the general public so that they can receive accurate information and files. The program also provides certification services, responds to and tracks Freedom of Information Act requests, and responds to subpoena requests.

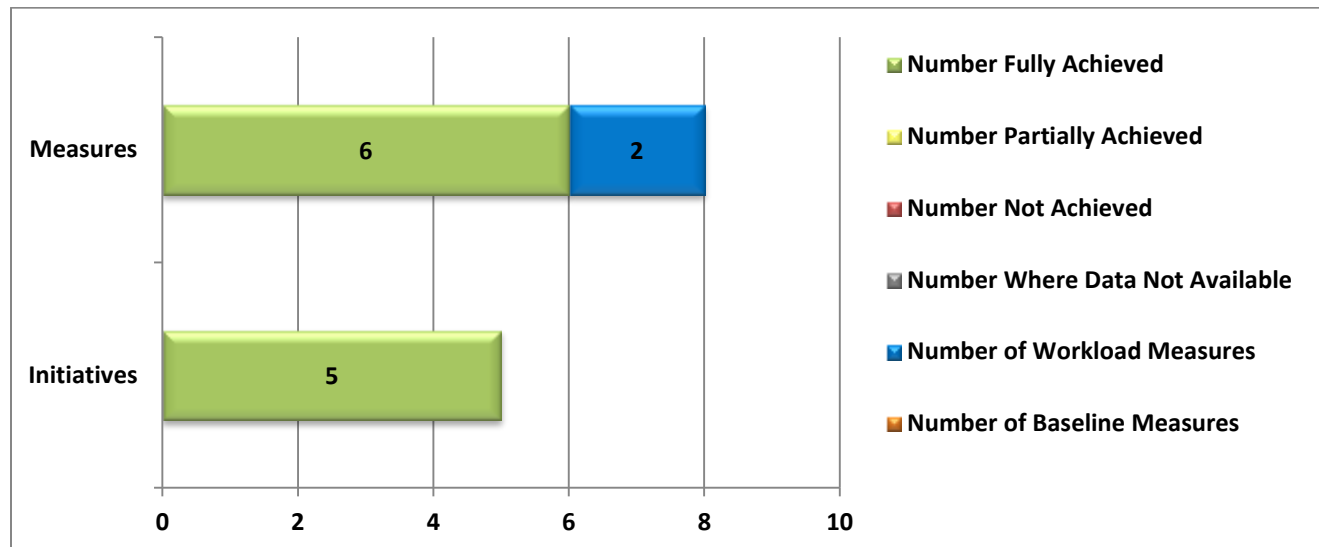
### **ACCOMPLISHMENTS**

- ABRA conducted 832 compliance checks at licensed establishments in FY 2013.
- ABRA conducted 9,061 regulatory inspections and investigations in FY 2013.
- ABRA issued 2,039 new licenses and permits in FY 2013.

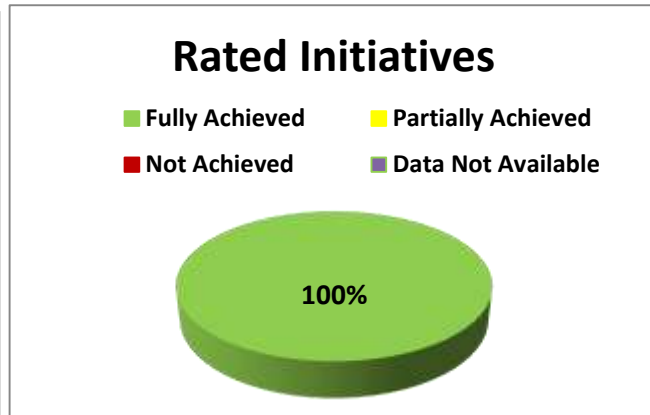
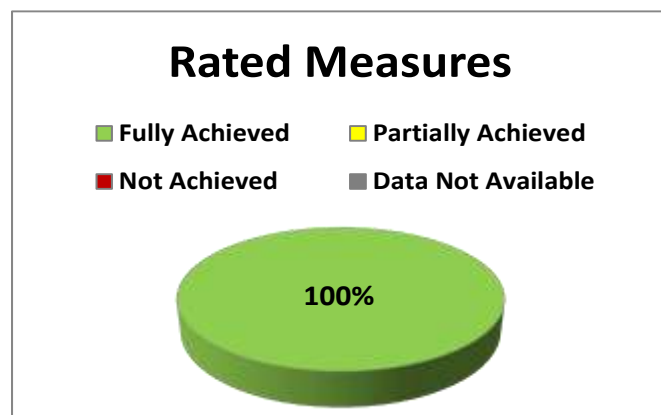


## OVERALL AGENCY PERFORMANCE

### TOTAL MEASURES AND INITIATIVES



### RATED MEASURES AND INITIATIVES



**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



## Performance Initiatives – Assessment Details

### Performance Assessment Key:

- Fully achieved      ● Partially achieved      ● Not achieved      ● Data not reported

## Agency Management

### OBJECTIVE 1: Prevent the sale of alcoholic beverages to underage individuals.

#### INITIATIVE 1.1: Conduct compliance checks to enforce underage drinking laws.

- This initiative was fully achieved. ABRA completed 843 compliance checks for underage drinking at local businesses in FY13 which surpassed the FY13 target of 700 compliance check inspections. These compliance checks were coordinated under the supervision of an ABRA investigator.

#### INITIATIVE 1.2: Implement preventive measures designed to reduce underage drinking at licensed establishments.

- This initiative was fully achieved. ABRA continued to successfully implement all three of these preventive measures designed to reduce underage drinking. First, ABRA sent compliance letters and certificates congratulating licensees who did not sell alcoholic beverages to minors during compliance checks. Second, ABRA sent warning letters to licensees who committed first time non-egregious sale to minor violations. Third, ABRA conducted more than two training classes for merchants on identifying fake identifications holding nine training sessions on June 5-7, 2013.

### OBJECTIVE 2: Ensure that licensed establishments are in compliance with the ABC laws and regulations.

#### INITIATIVE 2.1: Conduct a minimum of two regulatory inspections or investigations at each licensed establishment.

- This initiative was fully achieved. ABRA conducted 9,061 regulatory inspections or investigations in FY13 which surpassed the FY13 target of 7,000 regulatory inspections or investigations. ABRA's conducting of 9,061 regulatory inspections or investigations represented a slight increase from the 8,589 regulatory inspections or investigations conducted in FY12. Additionally, the agency conducted two or more regulatory inspections or investigations in FY13 at each ABRA licensed establishment.

### OBJECTIVE 3: Issue licenses to qualified applicants in an efficient manner and engage in community outreach.

#### INITIATIVE 3.1: Process temporary and one-day substantial change applications within fifteen (15) days.

- This initiative was fully achieved. ABRA processed 662 out of 724 (91.44%) temporary and one-day substantial change applications within fifteen (15) days. This 91.44% surpassed the FY13 target goal of 90%.



**INITIATIVE 3.2: Engage in proactive community outreach to continually deliver accurate and timely information to the public.**

This initiative was fully achieved. ABRA conducted more than two training courses for Advisory Neighborhood Commissioners on the agency's existing protest and enforcement processes holding three training courses on February 7, 2013, February 11, 2013, and February 16, 2013. The three training courses for Advisory Neighborhood Commissioners had approximately 100 attendees. Timely information was also provided to both licensees and the public regarding both Subtitle E (Inaugural Celebration and Holiday Extension of Hours Act) and Subtitle F (Off-Premises Alcohol) of the Fiscal Year 2013 Budget Support Act of 2012. Specifically, written notice regarding provisions of the Inaugural Celebration and Holiday Extension of Hours Act was provided to on-premises licensees on September 28, 2012 and November 8, 2012. Written notice regarding Subtitle F was provided to active off-premises licensees on September 26, 2012. Finally, information regarding both Subtitle E and F was also posted to the ABRA website and sent electronically to each Advisory Neighborhood Commission.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved    
 ● Partially achieved    
 ● Not achieved    
 ● Data not reported    
 ● Workload Measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program	
	●	1.1	Number of establishments inspected to ensure compliance with underage drinking laws.	1,056	700		832	118.86%	INVESTIGATIONS
	●	2.1	Number of inspections, investigations, and monitoring activities conducted by the Enforcement Division.	8,589	7,000		9,061	129.44%	INVESTIGATIONS
	●	2.2	Total number of citations issued.	430	250		459	183.6%	INVESTIGATIONS
	●	2.3	Amount of fines collected annually.	\$573,000	\$290,000		\$523,950	180.67%	ADJUDICATION
	●	3.1	Amount of revenue generated by ABRA licenses.	\$4,198,390	\$3,700,000		\$6,814,917	184.19%	LICENSING
	●	3.2	Number of one-day and substantial change permits issued within 15 days or less.	96.67	90		91.44	101.6%	LICENSING



●	<b>3.3</b>	Number of new licenses and permit issued <sup>1</sup>	1,918	Not Applicable		2,039	Not Rated Workload Measure	LICENSING
●	<b>3.4</b>	Number of ABC licenses and permits renewed	2,069	Not Applicable		2,254	Not Rated Workload Measure	LICENSING

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<sup>1</sup> This measure was inadvertently left off the FY13 Performance Plan as a Key Performance Indicator (KPI). Consistent with prior year performance, ABRA set an FY13 Target of 1,000. The FY13 Actual was 2,039, which would have resulted in this KPI being fully achieved with a year-end rating of 203.9%.